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ABSTRACT

A computerized system and method for managing electronic data over a telecommunications medium indicative of consumer-related and product-related information pertaining to the transport of a product or products between a point of origin and a point of destination. The computerized system includes a database

5   containing consumer-related and product-related data files that may be used for generating bills of lading, return authorizations, and delivery and return barcode labels. A portable computing device is provided that is capable of scanning barcodes. A person delivering a product or picking up a product for return may use the portable computing device to scan a unique customer number associated with the delivery or

10   return. Delivery and return barcode labels may include a unique customer number and the associated product's model and serial numbers. Barcode labels are also provided so that a person picking up a product for return may scan various barcodes expressing data indicative of the reason for returning the product, whether the product is damaged, where the product is damaged as well as other information pertaining to

15   the product being returned. Data entered into the portable computing device may be downloaded into a remote computer for transmittal over a telecommunications medium to a central computer system. A data processing module of the computer system updates or populates records of the database that are associated with the data input into the portable computing device. If a product is being returned the consumer

20   is credited for the return when all conditions for an authorized return are met. A notification may then be sent to a financial services group to account for the consumer being credited for the return. A notification may also sent to a financial services group for events that require an adjustment to a customer's invoice such as the customer requesting services be performed during delivery of product that are in

25   addition to what was on an original customer order.